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Business Editors/High-Tech Writers ICCM 99. **Business Wire.** New York: Aug 27, 1999. p. 1
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Business Editors/High-Tech Writers ICCM 99. **Business Wire.** New York: Aug 27, 1999. p. 1
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6. **Business neurology 101**
Brandon Frieseh, John Jainschigg. **Computer Telephony.** Jun 1999. Vol. 7, Iss. 6; p. 58 (9 pages)
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7. **ISLUA'S annual meeting**
Diane Boccadoro. **Teleconnect.** New York: Jun 1999. Vol. 17, Iss. 6; p. 62 (6 pages)
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Paul H Leamon. **Call Center Solutions.** Mar 1999. Vol. 17, Iss. 9; p. 88 (5 pages)
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Angela Karr. **Teleprofessional.** Mar 1999. Vol. 12, Iss. 3; p. 12 (1 page)

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Mark Del Franco. Catalog Age. New Canaan: Feb 1999. Vol. 16, Iss. 2; p. 51 (1 page)
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PR Newswire. New York: Mar 4, 1998. p. 1
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Anonymous. Communications News. Nokomis: Mar 1997. Vol. 34, Iss. 3; p. 43 (1 page)
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20. [Call routing technology: The key to sophisticated, flexible workforce management](#)
Toledo, Leo. Telemarketing & Call Center Solutions. Feb 1996. Vol. 14, Iss. 8; p. 76 (4 pages)
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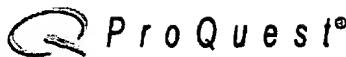
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2. **Workforce optimization takes center stage**

Anonymous. Call Center Magazine. San Francisco: Apr 2003. Vol. 16, Iss. 4; p. 24 (3 pages)

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3. **IEX Call Center Products Garner Product of the Year Honors from Industry Publications**

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